

Pan American Silver was created with the intention to provide investors with the best vehicle to gain exposure to higher silver prices. Our vision is to be the world's pre-eminent silver producer, with a reputation for excellence in discovery, engineering, and sustainable development. Pan American Silver has several underground and open pit operations in Canada, Mexico, Guatemala, Peru, Chile, Brazil, Bolivia, and Argentina.

Pan American Silver is committed to advancing diversity and developing inclusive leadership teams that are representative of the communities we serve. The Company provides equal opportunities to all persons regardless of age, color, national origin, physical or mental disability, race, religion, creed, gender, sex, sexual orientation, gender identity and/or expression or any other characteristic protected by federal, provincial, or local law.

IT Specialist

We are seeking an IT Specialist to join our IT department in our Vancouver office. Reporting directly to the Manager, IT, the successful candidate will be responsible for providing technical support to employees and ensuring the availability, security, and integrity of the systems and network. They will also be responsible for providing desktop support according to business and end-user requirements.

Major Responsibilities:

- Providing day-to-day support to employees by responding to user problems and requests.
- Installing, maintaining, upgrading and supporting software.
- Managing and supporting enterprise email systems, mail protection, security products and related technologies.
- Participating in the planning, evaluation, and testing of new technologies and applications.
- Maintaining corporate servers and network security devices.
- Ensuring high availability and information back-up of all corporate information systems.
- Ensuring that compliance requirements and network security requirements are met.

Qualifications:

- Undergraduate degree or diploma in IT, Computer Science or a related field.
- 1 year of experience in IT administration, desktop support, or helpdesk.
- Excellent communication, customer service and interpersonal skills.
- Outstanding organizational and planning skills with the ability to manage and prioritize tasks.
- Ability to think outside the box and adapt to changing environments.
- Willing to learn and take on new challenges.
- Experience with Windows Server 2019/2022/2025
- Experience with Windows 10/11
- Basic understanding of IP, routing, DNS, DHCP, VPN, VLAN
- Basic understanding of Active Directory
- Basic understanding of Office 365 (Teams, SharePoint, Exchange)
- Experience with Desktop Applications (Microsoft O365: Word, Excel, PowerPoint)
- Basic knowledge of ServiceNow or similar ticketing systems
- Basic VMWare knowledge



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- Basic programming knowledge
- Basic MDM knowledge

Other Beneficial Skills (not explicitly required):

- Proficiency in Spanish
- Basic Linux/Mac

Salary Range:

- \$50,000-\$53,000, plus competitive benefits package.

Job Type:

- Full-time, Permanent.

Interested candidates please apply in confidence to hr@panamericansilver.com.

We thank all applicants for showing an interest. Only candidates under consideration will be contacted.